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MEETING MINUTES
STATE CONSUMER AND FAMILY ADVISORY COMMITTEE

October 9, 2008

Present: Wilda Brown, Terry Burgess, Marianne Clayter, Zack Commander, Bill Cook, Carol DeBerry, Judy Dempsey, Roger Griesinger, Libby Jones, Ron Kendrick, Carl Noyes, Paul Russ, Renee Sisk, Andrea Stevens, David Taylor Jr., Amelia Thorpe and Glenda Woodson.

Absent: Kathy Crocker.

Resigned: Judy Dempsey.

Staff Present: Leza Wainwright, Chris Phillips, Ann Remington, Cathy Kocian and Jesse Sowa.

Guests: Carolyn Anthony, Rennie Hobby, Representative Verla Insko, Fred Johnson, Judy Taylor and Briana Woodson.

Presenter & Topic	Discussion	Action
Welcome: Ron Kendrick, SCFAC Chair	<ul style="list-style-type: none">• The meeting was called to order at 9:30 AM.	The agenda was approved. The September 2008 minutes were approved.
Public Comment/Issues	<ul style="list-style-type: none">• Andrea Stevens announced the upcoming conference that PBH CFAC has developed in partnership with their LME. The conference is scheduled for October 23-24, 2008 at the Holiday Inn in Salisbury, NC. Over 300 consumers, family members, providers and LME staff are expected to be in attendance. In addition, the Conference received an \$8,000 grant from Eli Lilly and Company that will assist with overnight accommodations and educational workshop sessions. For additional information, please visit their website at www.pbhcare.org• SCFAC members discussed the possibility of SCFAC members attending the Legislative Oversight Committee (LOC) meetings each month. Ron Kendrick believes the sub-committee chairpersons should attend and present information on accomplished tasks and works in progress. SCFAC members unanimously approved the motion that SCFAC members will make an effort to attend future monthly LOC meetings.• Judy Dempsey regretfully submitted her SCFAC resignation. Judy has been a SCFAC member since 2006. She has recently been appointed to serve on the MH Commission and feels that this in addition to other commitments make it impossible to continue to devote the time necessary to the committee.	Carl Noyes will attend the October 22, 2008 LOC meeting in Raleigh.
Discussion with Division Leadership Leza Wainwright	<ul style="list-style-type: none">• Leza gave the committee information related to financial problems occurring at the Albemarle LME. Providers in the Albemarle catchment area have been informed that they will not receive continued funding to operate services. Some providers have sent letters to consumers advising them to be prepared to	

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	<p>pay cash for services. Given that the LME authorizes these state-funded services, the LME should be sending notices to consumers of changes to their services and their right to appeal. At this point, this is not happening.</p> <ul style="list-style-type: none">• SCFAC members noted that LMEs must be held accountable for managing state funds. Leza mentioned that Southeastern Center (SEC) recently had similar financial problems and, effective October 1, 2008, the Division of MH/DD/SAS started handling financial matters at Southeastern Center. The committee was apprised of and discussed SECTION 10.15.(cc) of G.S. 122C-115.4(d) which states: “Except as provided in G.S. 122C-124.1 and G.S. 122C-125, the Secretary may neither remove from an LME nor designate another entity as eligible to implement any function enumerated under subsection (b) of this section unless all of the following applies:<ul style="list-style-type: none">○ The LME fails during the previous <u>consecutive</u> three months to achieve a satisfactory outcome on any of the critical performance measures developed by the Secretary under G.S. 122C-112.1(33).○ The Secretary provides focused technical assistance to the LME in the implementation of the function. The assistance shall continue for at least three months or until the LME achieves a satisfactory outcome on the performance measure, whichever occurs first.○ If, after three months of receiving technical assistance from the Secretary, the LME still fails to achieve or maintain a satisfactory outcome on the critical performance measure, the Secretary shall enter into a contract with another LME or agency to implement the function on behalf of the LME from which the function has been removed.”• Wilda Brown noted that the LOC seems to be in favor of continued and enhanced local management. Carl Noyes mentioned that qualifications should be required for CFOs and CEOs of local management entities including the requirement that they have masters degrees in business. Leza addressed the statute that requires Area and County Boards to get exemptions from the Secretary if they are going to hire a CEO without a Master’s degree.• Leza underscored the importance of continuity of care following inpatient services at a state operated facilities. Leza noted that successful transition from facilities is occurring well in some areas and needs improvement in others. On September 30, 2008, five LMEs received notice that they failed to achieve the statewide average percentage of consumers receiving a community service within thirty days of discharge from state hospitals in the final two quarters of the year:	
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	<ul style="list-style-type: none">○ Alamance-Caswell-Rockingham,○ Eastpointe,○ CenterPoint,○ Orange-Person-Chatham, and○ Wake County Human Services. <ul style="list-style-type: none">● The Division has sent out the allocation letters for Mobile Crisis, DD Start-Up, and walk-in crisis aftercare services. Leza also reported that community hospital psychiatric beds are being contracted in various areas throughout the state.● Leza discussed the 2% budget reduction for state agencies (this amounts to 31.8 million dollars for DMH/DD/SAS) and noted that, at present, the state facilities will not be taking any reductions. Leza also indicated that this percentage reduction may increase. Much of the cuts will have to come from IPRS funds proportionate to the amounts allocated for MH, DD and SA services. There are also restrictions on staff travel and all out-of-state travel has been cancelled. A hiring freeze is also in effect. Ron Kendrick inquired as to who has the final decision on what services to cut and Leza said the LMEs make these decisions. Therefore, the local CFACs should ask the LME how they intend to accommodate these cuts in terms of which services will be reduced. SCFAC discussed the need for more regionalized administrative functions that are now being performed by LMEs and the cost efficiencies that could be realized if that were to occur. It was noted that, this year, 18 million dollars was taken from money for services to fund LME administrative functions.● Ron Kendrick stated that the LMEs could use money in their fund balances to make up the shortfall in service money. Leza told SCFAC members that the Division does not have authority to manage LME fund balances.● SCFAC members discussed the recent resignation of Tom McDevitt, Area Director Smoky Mountain Center.● There was discussion about expanded acute capacity in the Alcohol and Drug Abuse Treatment Centers (ADATCs).● The final report of the recent CMS review of Central Regional Hospital (CRH) has not been issued but reviewers indicated that problems reported at the hospital had either not been substantiated or had been addressed. However, a violation involving policies was noted because CRH and Dix had not merged. Leza said that she believes that CMS will give the Division 60 days to consolidate the policies and procedures of the two facilities.● The Compass Consulting Group hired to review Cherry Hospital has finished its review and the Department is negotiating with them to assist with fixing identified problems.● The Division is presently doing CAP MR/DD training at several locations	
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	across the state. The waivers have not been approved as of yet, but the implementation date is still set for November 1, 2008.	
SCFAC Discussion with LOC Verla Insko	<ul style="list-style-type: none"> • Representative Insko and staff member Rennie Hobby presented to the SCFAC. Rep. Insko requested that each SCFAC member introduce themselves and provide an overview of their county, disability and whether they were consumers or family members. • Ron Kendrick commented on the recent budget cuts to state agencies. Representative Insko gave a brief historical overview of system reform. She also discussed the service definitions pointing out that the intent was to provide services to those most in need. She also gave a summary of Community Support Services (CSS) and some of the recent problems and challenges. Ron Kendrick wanted to know who was responsible for oversight of these services? Representative Insko stated that the responsibility for oversight is a function of the Governor's office and that he appoints the Secretary to provide this oversight. It was suggested that SCFAC members review the monthly CSS Report that consists of the number of people receiving CSS, the cost each month and a breakdown of adults/children who receive the services. • Representative Insko noted that the General Assembly and DHHS have different visions of how the transformed system look. Representative Insko stated that the General Assembly is in favor of Utilization Management being provided at the local level while past Secretary Hooker-Odom wanted it done at the state level. Wilda Brown stated that, over the years, the MH/DD/SAS system reform plan has changed during its implementation. Representative Insko pointed out that the law hasn't changed. Representative Insko pointed out that Piedmont Behavioral Health is one LME that has been able to provide continuous stability when they merged Medicaid money with state money and local county funding. She noted that this model leverages funds to bring in more uninsured consumers needing services. • SCFAC members asked Representative Insko about her views on the two candidates running for Governor to which she responded: <ul style="list-style-type: none"> ○ Lt. Governor Purdue has a background in MH/DD/SAS and her priority is DHHS, so she would be qualified to fill this position. ○ Pat McCrory has more of a private sector background. • Representative Insko mentioned that older, more traditional treatment approaches such as talk therapies are giving way to more brief Cognitive Behavioral therapies. • Several members wanted information on incentives to recruit psychiatrists into rural areas. Discussion also centered on Clubhouses (psycho-social rehabilitation) and the fact that rates need to be set to provide incentives to support the clubhouse model. 	

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	<ul style="list-style-type: none"> • Zack Commander asked Representative Insko what she would like to see SCFAC accomplish in order to be more effective. <ul style="list-style-type: none"> ○ Representative Insko stated that she would like to see the SCFAC ask local CFACs to conduct surveys to determine what improvements are needed to improve services and the service system. ○ She also suggested that the SCFAC request presentations from LME staff and providers in order to avoid complete reliance on the Division and to obtain broader perspective. ○ Finally, Rep Insko said that she would attend SCFAC meetings as requested and she would also contact SCFAC directly to provide input as needed. She invited SCFAC members to attend the LOC meetings. 	
Sub-Committee Discussion Ron Kendrick	<ul style="list-style-type: none"> • SCFAC members agreed that the following sub-committees are current and active: <ul style="list-style-type: none"> ○ Response Task Team – Ron Kendrick, Chair <i>To capture the essence of discussions relative to issues at meetings and to then respond during the period between meetings. In addition, this team should respond to issues that are identified through the SCFAC web or decide to bring them to the next meeting:</i> Wilda Brown, Kathy Crocker, Andrea Stevens, Ron Kendrick, Bill Cook and Renee Sisk. ○ Plans – Roger Griesinger, Chair <i>Review, comment on, and monitor the implementation of the State Plan for Mental Health, Developmental Disabilities, and Substance Abuse Services:</i> Roger Griesinger, Carl Noyes, Renee Sisk, Paul Russ and Zack Commander. ○ Services – Andrea Stevens, Chair <i>Identify service gaps and underserved populations, make recommendations regarding the service array and monitor the development of additional services, and participate in all quality improvement measures and performance indicators:</i> Andrea Stevens, Libby Jones, Marianne Clayter, Amelia Thorpe, Carol DeBerry and David Taylor, Jr. ○ Budget – Carl Noyes, Chair <i>Review and comment on the State budget for mental health, developmental disabilities, and substance abuse services:</i> Ron Kendrick, Wilda Brown, Renee Sisk and Carl Noyes. ○ SCFAC/LCFAC Interface – Kathy Crocker <i>Receive the findings and recommendations by local CFACs regarding ways to improve the delivery of mental health,</i> 	

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	<i>developmental disabilities, and substance abuse services and provide technical assistance to local CFACs in implementing their duties: Kathy Crocker, Terry Burgess and David Taylor, Jr</i>	
Plans Sub-Committee Roger Griesinger	<ul style="list-style-type: none"> The sub-committee has been reviewing the Division's strategic plan and at this time are concerned with the following issues: <ul style="list-style-type: none"> What are verifiable tasks of the plan, Are timelines being met, and If so, what has been completed? 	
Services Sub-Committee Andrea Stevens	<ul style="list-style-type: none"> The Services sub-committee developed a list of priorities for identifying gaps in services: <ul style="list-style-type: none"> Homelessness for MH and Addiction Disorders, Eligibility for state and waiver funds, Transition out of MH hospitals, Transition out of Prisons, LME tracking for transition out of hospitals and prisons. Continuing education for DD population, ages 19-26, Enhanced Voc Rehab services, LME quarterly reports on spending allocations, Medicaid eligibility and treatment for pregnant teens prior to delivery, Non-medicaid consumers currently receiving Community Support and the service to fill the void, Where do LMEs get their gap analysis information and Veteran's MH treatment programs/eligibility. 	
Budget Sub-Committee Carl Noyes	<ul style="list-style-type: none"> The sub-committee is requesting a Budget presentation from the Division. Chris Phillips noted that all requests for Division presentations must go through the appropriate Section Chief. The committee would like to have the presentation at the November 2008 SCFAC meeting. 	Carl Noyes and Ron Kendrick will develop a list of questions to submit.
The SCFAC/LCFAC Interface Sub-Committee	<ul style="list-style-type: none"> The sub-committee members discussed the possibility of arranging a presentation on Technical Assistance at NC Council Conference at Pinehurst this year. However, after carefully reviewing all options, the SCFAC members voted against doing any presentation at Pinehurst. Michael Owen, NC Council of Community Programs, has agreed to allow SCFAC to display information at the registration area. Carl Noyes, Roger Griesinger and Terry Burgess stated that they were planning to attend the conference at Pinehurst and expressed their willingness to oversee the SCFAC table and provide information to conference attendees. 	<p>Chris Phillips will check to see if there is any available funding for travel at this time for 3 SCFAC members to attend Pinehurst.</p> <p>Roger Griesinger agreed to put together a display board for SCFAC to use at Pinehurst.</p>
Response Task Team Wilda Brown	<ul style="list-style-type: none"> Wilda Brown reviewed the procedure regarding SCFAC communications. Given that timeliness of response is a priority, the sub-committee agreed to finalize all responses between meetings. 	

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SA Parity in NC	<ul style="list-style-type: none"> Chris Phillips was able to provide an overview on the information that Bill Cook distributed to SCFAC members entitled <i>Rationale for Parity for Addiction Services in North Carolina</i>. The members voted unanimously to have Bill draft a white paper on this issue. 	Bill Cook will develop a white paper in favor of supporting SA Parity in NC.
Next Meeting Date	The next meeting is scheduled for November 13, 2008 from 9:30 A.M. – 3:00 P.M. The meeting will be held in the Four Sisters Room at the Clarion Hotel State Capital, 320 Hillsborough Street, Raleigh, NC.	
November 2008 Meeting Agenda	Approval of the Agenda. Approval of the October 2008 minutes. Discussion with Division Leadership. Public Comment & Issues Session. Sub-Committee Reports. Sub-Committee group time. Pinehurst Update. December LOC Meeting. White Paper Review-SA Parity in NC Budget Discussion.	
Future Meetings	<ul style="list-style-type: none"> 	